



**County of Los Angeles – Department of Mental Health
Service Area 7 - Quality Improvement Committee
Providence Community Services
April 9, 2013
2:00 PM- 4:00 PM**

AGENDA

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| I. Welcome and Introductions | Kari Thompson |
| II. Review of Minutes | Kari Thompson |
| III. Provider of the Month –
Specialized Foster Care | Gloria Guevara, James McEwen |
| IV. Quality Improvement Update | Lupe Ayala |
| V. Department of Mental Health Update | Denise Hernandez |
| VI. Service Area 7 Report | Denise Hernandez |
| VII. Cultural Competency | Lupe Ayala |
| VIII. Quality Assurance Update | Robin Washington |
| IX. Service Area 7's QA Meeting Report | Misty Aronoff |
| X. Revenue Management Update | Kari Thompson |
| XI. Audit Updates | All |
| XII. Announcements | All |
| XIII. Adjournment | Lupe Ayala |

Next QIC Meeting

**May 14, 2013
2:00- 4:00pm**

**QA Meeting
May 14, 2013
1:30-2:00pm**

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
SERVICE AREA 7
QUALITY IMPROVEMENT COMMITTEE (QIC) Minutes**

Type of Meeting:	SA 7 QIC	Date:	April 9, 2013
Place:	Providence Community Services 21550 Pioneer Blvd. Suite 110	Start Time:	2:00 P.M.
Chairpersons:	Lupe Ayala Kari Thompson	End Time:	4:00 P.M.
Members Present:	Alma Bretado, Arturo Arce, Cara Jenson, Denise Hernandez, Diana Perez-Johnson, Gloria Guevara-Moreno, Hsiang-Ling Hsu, James McEwen, Kari Thompson, Lupe Ayala, Marcel Mendoza, Mariela Gorosito, Marishia Jones, Meechee Ham, Michelle Barajas-Sanchez, Michelle Dragovich, Michelle Hernandez, Mike Ford, Misty Aronoff, Tamara Bess, Tim Beyer, Tracy Schmidt, Adrian Chavez, Joyce Toledo, Joel Solis, Jennifer Mitzner		
Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
Welcome Introductions &	Meeting was called to Order at 2:00pm	Introductions were made	Kari Thompson
Review & Approval of Minutes	Minutes for March 2013 were changed re: services provided by TVFS to include MH Services, ITFC and plans for Drop-In Center in the Future in SA 7.	Motion to approve Minutes	Kari Thompson
Provider of the Month	Belvedere supervisor for DCFS Gloria Guevara-Moreno 323-725-4629. Santa Fe Springs Supervisor for DCFS James McEwen 562-903-5100. Primary role: Linkage to children with agencies. Will see children until they can be linked and crisis intervention when admitted to DCFS.		Gloria Guevara-Moreno and James McEwen

	<p>Collaborate with TDM meetings and increase communication among team members who provide services among service providers. CSWs make referral and it is received by "Service Link Specialist"</p> <p>120-140 referrals per month. (16 to 20 referrals per day) Triage of cases to determine: routine status or urgent status. Urgent referrals have protocol that must be followed with a tight timeline. If referrals cannot be accepted quickly, please advise and a new provider will be sought for the case. With urgent case (about 20% of cases), MH698 form must be completed and faxed to DCFS. (Copy of MH698 form provided). Provider can downgrade urgent case to "routine status" and the MH698 form no longer needs to be faxed to DCFS centralized unit. Must be faxed weekly until status is downgraded from urgent to routine. Please call Gloria or James with any questions. Acute referrals do not usually get referred, because the child should be hospitalized or PMRT gets involved. Severity of case upon referral from DCFS centralized unit is determined at the time it comes into the unit. It arrives as "Emerging," "Urgent" or "Routine." Routine cases have 30 days for linkage. Urgent cases have 3 days for linkage. Acute requires immediate services. Board of Supervisors is looking at the timelines to linkage: date referred to provider, name of provider and date services began. Urgent cases must be seen by provider within 72 hours. If agencies have openings, please alert Specialized Foster Care. Rosalinda Mateo 562-903-5201 in Santa Fe Springs – Luz Gonzales or Robert Ponce 323-725-4628.</p>		
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Quality Improvement	<p>Exclusion List: Policy 11205 – Will be e-mailed to attendees. State systems review policy resulted in mandate to look at exclusion list on a monthly bases and identify anyone who is excluded, suspended or barred. Those persons cannot bill. Important for all providers to check the list and make sure the people on the list are not providing services.</p> <p>Productivity – What is discussed in SA4 – (Allyssa Brae) Talking with providers about ideas to keep up their productivity. Preventing provider from getting 980 if they don't have productivity. Having some providers who are part time with the agency specifically to increase productivity. Teaming up people to produce "team productivity" over individual productivity.</p> <p>DMH is learning re: how to encourage productivity. Focus with contract providers is to change negative associations – "client service hours" to allow contractors to work from home if they meet their level of productivity. Productivity incentives were mentioned. Directly operated providers can be motivated differently than contract providers. Discussion as to whether to call productivity "productivity."</p> <p>ACT Implementation – SA 8</p> <p>Cooperation in meeting with RAND corp. talking about TF-CBT and PCIT to look at outcome.</p> <p>Patient's Rights –</p> <p>Families transitioning from Healthy Families. Families don't want to leave current providers. QA has a provider directory and looking at cultural considerations. Want information from providers re: the qualifications of staff that can provide culturally sensitive services. Website will be e-mailed.</p>		Lupe Ayala
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	<p>QA –</p> <p>There is no systematic way to account for what is happening with the chart (checking compliance of clinical documentation). They will be looking at developing and implementing procedures for this. Will be easier once it is electronic. Chart checklist tool is only looking to see if required documents are present without looking at the quality of the clinical documentation. QA from DMH may contact agencies to be able to look at charts while developing the tools.</p> <p>Directly Operated Programs –</p> <p>Medi-Cal Administrated Activities -</p> <p>Changing. States requires fiscal and clinical audits to make sure they match each other. CAEQRO Site Review Agenda minutes reviewed (see handouts)</p> <p>Will have focus groups in SA6.</p> <p>Documentation and Claiming Manual has been finalized and posted online. (see notes QA meeting March 11)</p> <p>Medical Records –</p> <p>Subpoenas and attaining records. All legal entities are advised to have one designated person to receive subpoenas. For attorney related cases, providers can provide a \$15 flat fee. For clients: \$.25/page.</p> <p>Senate Bill 1407 – Parents who lose physical custody can receive brief summary of services child is receiving. Any signatures obtained prior to change in custody become invalid at time of placement. Question was raised re: what documentation is required for custodial parents after reunification.</p> <p>Nurses: To dx and provide assessments, must attend DMH training. Training will be open to</p>		
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	<p>everyone after nurses are trained. Tentatively set for May.</p> <p>Timothy Beyer – 2013 QI Work Plan Goals</p> <p>Goals must be established every year. Format has been changed to be able to provide more information for each of the goals. Work Plan goals available online. 2012 QI Work Plan Evaluation Report has been posted to the Quality Improvement Division Website and includes Demographic Needs Assessment for Each of the Service Areas. Evaluation used to inform establishment of the new goals for 2013. Specific provider information is available for February (consumer perception surveys)</p> <p>Project Toolkit and other policies and procedures/documents are available as resources to providers.</p> <p>LPCC has been approved by DMH to provide services for community partners.</p>		
Service Area 7 Report & DMH Update	<p>SA7 Reports – Reminder to attend SAAC7 meeting this Friday @ ABC School District. Presentation on Bath Salts. Ana invites all to attend.</p> <p>Training in SA in Santa Fe Springs 5/21 9am to 12. Recognizing Online Behavior</p> <p>Contact: Susan Donner 312-738-3195.</p> <p>New 0-5 MAT Coordinator Veronica Perez 213-739-2385 – Please contact her if your agency is interested in trainings re: MAT 0-5.</p> <p>Parent advocate Ruth Tiscareno – Trainings on how to become a parent advocate 213-351-5063</p> <p>All contracts mandate a parent advocate (Lupe per Ana Suarez).</p> <p><u>Health Care Reform Work Groups</u> – (See list</p>		Denise Hernandez

	<p>provided) Ana on Health Neighborhoods All work groups are presently closed. Work groups will expand at a later date. <u>Healthy Families Transition</u> – referral process to be tracked by DMH Call Ana Suarez 213-738-3499 re: questions about the transition</p> <p>County has approved 50 IMD beds county wide New budgets for fiscal year include cuts in PEI-Child. Call Ana with questions.</p>		
Cultural Competency	<p>Meeting is 550 S. Vermont Avenue 1:30 to 3:30 tomorrow. Different department offices/programs. Special visitor from program support bureau. Will have presentations re: Family Engagement in Adult System of Care & Foreign-Born Africans in the County of Los Angeles, perceptions and barriers in the seeking of MH Services. All agencies encouraged to send a representative or at least attend via teleconference.</p>		Lupe Ayala
Service Area 7's QA Meeting Report	<p>Seeking Safety – Medical Case Workers can provide services for individual and group rehab after being trained in the EBP. Licensed or waived staff can complete the assessments. The max billing for H2011 is 8 hours.</p>		Misty Aronoff
Revenue Management Update	<p>Healthy Way LA Enrollment Reminder Handout – Clinic responsibilities and how to enroll Pending YBN Status Codes Online Process to Remove OHC – Directions on how to remove OHC PCIT – DMH 5 year partnership with 1st 5 L.A. to provide PCIT Thursday Apr 11 – Financial Training for Adults</p>		Kari Thompson

Audit Updates	When agency is presented with an audit, please contact DMH so that QA department can support agency during the audit.		Lupe Ayala
Announcements	Congratulations to Misty for Donovan Steven.		Lupe Ayala

Respectfully Submitted,

Lupe Ayala
QIC Co-Chair

Kari Thompson
QIC Co-Chair